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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Annadata, Anil; Bedi, Rohit; Pak, Wai H.  
Assignee: Siebel Systems, Inc.  
Title: System And Method For Multi-Channel Communication Queuing  
Serial No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Not Assigned Group Art Unit: 2183  
Docket No.: M-11404 US

San Jose, California  
August 1, 2001

COMMISSIONER FOR PATENTS  
Washington, D. C. 20231

**SUBSTITUTE SPECIFICATION**

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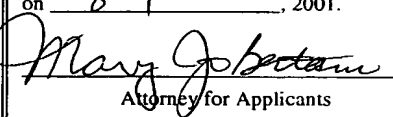
Dear Sir:

Please substitute the specification provided in Attachment A for the specification originally filed in the above-referenced application in accordance with 37 CFR 1.125(b). Attachment B provides a marked up version of the original specification showing the newly introduced changes.

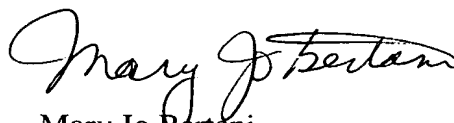
No new matter has been added.

Because no new matter has been added, Applicants respectfully submit that the above referenced patent application is entitled to the original filing date of March 31, 2001.

Please telephone the undersigned at (512) 794-3600, if there are any questions.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on <u>8-1</u> , 2001.	
 Attorney for Applicants	<u>8-1-01</u> Date of Signature

Respectfully submitted,

  
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